## East Lancs Hospice Patient Feedback Survey Results

We ask patients & their family, carers or friends to provide us with feedback on the services they have used. This helps us to continue to improve our standard of care, ensuring that we can focus on resources where they are needed



So what do our patients or their carer / family or Friends think about ELH ...



#### Agree that

- We cared for them as a person
- Upon first meeting, staff introduced themselves by name
- Their privacy & dignity needs were met
- Had confidence in staff
- Consent was obtained where needed
- They would recommend ELH to others



#### Agree that

- There was opportunity to ask questions & discuss any worries or fears
- Spiritual & emotional needs were included in plan of care
- Their needs were met
- Teams worked together well to meet their needs
- ELH provided a safe environment



### Agree that

- Staff listened to & respected personal views, values & beliefs
- Information was provided to help them make decisions.
- They knew who they could speak to if they had any concerns

29 people have responded between January - July 2022 The services they have used are...

3 CaST 10 CNS 7 Counselling 7 Hospice @ Home 2 IPU

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The comments we have recieved included...

"THANK YOU for the joy you have brought in to our home at a difficult time."

"I feel like I have won the lottery when the Hospice ring to offer a visit"

"East Lancs made what is usually an awful time, an opportunity to make memories, rather than focusing on what was going to happen. Their support allowed us to be present and although we recognized what the end result would be and it was going to be coming very soon, the journey there was made so much easier by the staff who understood and supported us."

"Absolutely fantastic support"

"You are really appreciated"



Survey Results collected between 25/01/2022 and 04/07/2022 from the Patient Feedback Survey completed via Cognito.